

RADIO DISPATCHER

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses entry level communications positions, the primary duties of which involve monitoring and operating the police radio system and related emergency communication equipment for an assigned shift. Radio Dispatchers have the responsibility of maintaining the location of officers on duty, dispatching units in accordance with established policies and procedures, and relaying information or answering questions from field units. Incumbents of this class receive and record complaints and maintain records on communications division activity. Employees of this class report to and have work reviewed by the Radio Dispatcher Supervisor. This class ranks directly below that of Radio Dispatcher Supervisor.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers emergency and non-emergency telephones for the police department, taking appropriate action as designated by department policy. Receives calls for the 911 system. Receives complaints over the telephone or from other sources, taking as much information as possible from the caller such as name, address, nature of problem, and any other information required by departmental procedures. Records all complaints and related information to maintain records of dispatching activity. Performs any tasks which are required to comply with FCC regulations.

Dispatches units following departmental procedures, tracking the location and status of emergency units at all times. Operates control board to call designated officers when necessary. Takes requests for assistance from units and provides for requested assistance following departmental procedures. Relays information or answers questions from field units or refers questions to appropriate supervisor. Keeps track of time and mileage on patrol units transporting prisoners, suspects, or private citizens.

Operates computer keyboard and uses designated computer codes to send or receive messages concerning drivers licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Directly contacts state police or other law enforcement agencies to obtain pertinent information. Listens to radio frequencies such as sheriff's department, state

police, fire department, or others to keep track of activity in the area and to take appropriate action when necessary. Follows established procedures when registered burglar alarms are received by departmental monitors. Notifies special units of agencies designated by departmental procedures in special or emergency situations.

Personally completes forms and records required. Maintains division records compiled or used by the dispatching section or by Police Officers and department officials using designated filing system. Compiles and analyzes data needed for reports. Writes letters in answer to written or oral requests addressed to the communications division or needed to handle problems or to address other needs of the communications division as assigned by supervisor.

Tests communication equipment by sending or receiving messages to insure proper readiness for service.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must not be less than (19) nineteen years of age.